June 2007 *Lessons Learned Information Sharing* **Newsletter**

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Emergency Planning for Persons with Disabilities and Special Needs

***LLIS.gov* Launches New Resource Page on Emergency Planning for Persons with Disabilities and Special Needs**

LLIS.gov just launched a new resource page, **Emergency Planning for Persons with Disabilities and Special Needs**. A true one-stop resource shop for planners at all levels of government, non-governmental organizations, and private sector entities, the resource page provides more than 250 documents, including lessons learned, plans, procedures, policies, and guidance, on how to include citizens with disabilities and other special needs in all phases of the emergency management cycle.

To access the resource page, log onto *LLIS.gov* and click on **Emergency Planning for Persons with Disabilities and Special Needs** below FEATURED TOPICS. As always, we welcome any thoughts, questions, or suggestions that you may have at specialneeds@llis.dhs.gov. We also encourage you to submit your own plans, reports, or other documents related to emergency planning for persons with disabilities and special needs.

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National Association of County and City Health Officials (NACCHO)

***LLIS.gov* Partners with NACCHO**

LLIS.gov has partnered with NACCHO to bring the *LLIS.gov* member community information, resources, and tools to help strengthen emergency and public health preparedness and response at the local, state, and national level. The resource page highlights documents from the NACCHO Model Practices series, which are peer-reviewed practices from various public health areas and jurisdictions, including community health, environmental health, public health infrastructure, and emergency preparedness. To access the resource page, log onto *LLIS.gov* and click on **National Association of County and City Health Officials** below *LLIS* PARTNERS.

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Corrective Action Program (CAP) System

***CAP System* Training Portal**

The *CAP System* is a web-based application that allows Federal, State, and local emergency response and homeland security officials to track, prioritize, and analyze corrective actions following exercises, policy

discussions, and real-world events. It is sponsored by the Department of Homeland Security's Homeland Security Exercise and Evaluation Program (HSEEP).

The HSEEP Toolkit Team launched the *CAP System* Training Site to allow interested parties to familiarize themselves with the application's structure and requirements. The **Training Site Tutorial** is available on *LLIS.gov* and the site is accessible at the following:

Training Site URL: http://209.189.228.44/caps/Login.jsp
Username: CapTraining
Password: Cap_100200

For more information on the *CAP System*, please visit **www.hseep.dhs.gov**. Additional background information is located on the **_CAP System_ page** on *LLIS.gov*.

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Additions to the *LLIS.gov* Repository

LLIS.gov continues to increase its document repository to better serve the emergency response and homeland security communities. The following are some new additions that may be of interest to the *LLIS.gov* community.

- **Black ICE (Bioterrorism International Coordination Exercise) After-Action Report**
  In an initiative to enhance international organizations' preparedness for and response to bioterrorism, on September 7-8, 2006, the United States and Switzerland co-hosted Black ICE (Bioterrorism International Coordination Exercise), a bioterrorism tabletop exercise (TTX) in Montreux, Switzerland. Among critical issues emerging from the TTX, Black ICE discussion and interaction indicated clear divergences between those working in the areas of security and public health, highlighting the need for greater multi-sectoral international engagement in combating bioterrorism.
- **Final Program Summary Report: Airport Access Control Pilot Program**
  This report summarizes the results of the Airport Access Control Pilot Program, which evaluated and demonstrated applications of new and emerging technologies to enhance the performance of airport access control systems. The products and technologies published are applicable to the protection of surface modes even though the evaluation was conducted under a grant for aviation research and development. This aligns with TSA's strategy of leveraging economies of scale, and evaluating technologies as affective and suitable across multiple transportation venues. The lists include areas such as infrastructure protection, access control, and biometric identification.
- **Pennsylvania Public Health Law Bench Book**
  The University of Pittsburgh Center for Public Health Preparedness, a Centers for Disease Control and Prevention-funded Academic Center for Public Health Preparedness, and the Administrative Office of Pennsylvania Courts, have published the Public Health Law Bench Book to ensure that Pennsylvania judges have the information they need when called upon to consider public health issues. The Bench Book provides a series of "Bench Guides," with concise answers to key questions, as well as petition checklists, model orders, and a cadre of public health resources.
- **Report to the President on Issues Raised by the Virginia Tech Tragedy**
  This report includes critical steps state and local leaders identified to address school violence and mental illness at the community level. The report includes recommended actions the federal government can take to support state and local communities and ensure that the federal government and federal law are not obstacles to achieving these goals. These recommended actions are an attempt to frame the issues and identify tangible steps that can be taken over time to help prevent events like the Virginia Tech tragedy.

To access these and other resources, please log onto *LLIS.gov*.

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New Original Content Posted Since Last Newsletter

The *LLIS.gov* Team continues to post new Lessons Learned, Best Practices, Practice Notes, and Good Stories to the system on a regular basis. Weekly updates about new original content can be found in the "NEW *LLIS* CONTENT" box on the homepage of *LLIS.gov*. Since the last newsletter, *LLIS.gov* has posted the following original content:

Lessons Learned

- **Emergency Communications: Developing Alternate Emergency Information Methods That Do Not Require Electricity** (*Washington State Windstorms, 2006*)
  Emergency responders encountered difficulties communicating critical information to residents when severe windstorms knocked out power in King County, Washington. Local responders used strategies such as posting notices on community bulletin boards, conducting door-to-door visits, and distributing flyers to replace electricity-reliant communication methods that failed during the storm.
- **Emergency Communications: Ensuring the Timely Activation of Reverse 9-1-1 Notification Systems** (*Graniteville, SC Train Crash and Chlorine Tanker Spill, 2005*)
  Jurisdictions with a reverse 9-1-1 notification system should ensure that it can be activated by multiple personnel from different response agencies. This can help ensure the timely dissemination of reverse 9-1-1 messages during an incident.
- **Emergency Management: Developing a Contact List of Veterinary Responders** (*New York City Operation Recovery Tabletop Exercise, 2003*)
  Prior to an incident, emergency managers should consider developing a contact list of veterinarians and their support staff who are willing to respond to an emergency situation. This contact list should include their capabilities and a designation as to which situations they would be allowed to assist during emergencies.
- **Emergency Management: Developing a Plan to Provide Credentials to Veterinarians and Support Staff** (*New York City Operation Recovery Tabletop Exercise, 2003*)
  Emergency managers should consider developing a plan for providing pre-approved credentials to veterinarians and their support staff prior to an emergency. A plan to create a credentialing system should include the design and distribution of credentials, as well as protocol for the use of credentialed personnel during an incident.
- **Exercise Conduct: Providing Onsite Training to Exercise Controllers Prior to Full-Scale Exercises** (*Volusia County Terrorism Rail Exercise, 2006*)
  Exercise planners should require controllers to attend onsite training in their areas of responsibility prior to full-scale exercises. This can ensure that controllers are aware of their exercise roles and are familiar with all aspects of the exercise scenario.
- **Healthcare Facility Emergency Planning: Placing Low-Cost Radiation Detection Instruments at Selected Locations** (*State of Oregon Hood River County Functional Exercise, 2005*)
  Healthcare facility planners should develop procedures for acquiring and placing low-cost radiation detection instruments at selected locations in their facilities. This can help hospital personnel maintain a minimum level of radiation protection after a radiological release incident by allowing them to screen people who transit through these areas.
- **Hurricane Preparedness: Training Local Government Personnel to Assess Safety of Debris Removal** (*Florida Hurricanes, 2004*)
  Jurisdictions could consider training local government personnel to make determinations regarding the presence of downed power lines in debris. This can facilitate prompt debris removal operations following a hurricane.
- **Incident Command: Designating a Communications Unit Leader at the Beginning of Incident Response Operations** (*Philadelphia Urban Area Project Liberty Tactical Interoperable Communications Plan Full-Scale Exercise, 2006*)
  Incident commanders should consider designating a communications unit leader (COML) during the initial stages of an incident response. This enables the COML to identify what resources are needed to maintain interoperability and to generate an effective communications plan.
- **Incident Command: Developing Electronic Incident Command System Form 205 Templates Linked to Tactical Interoperable Communications Plan Resources** (*Philadelphia Urban Area Project Liberty Tactical Interoperable Communications Plan Full-Scale Exercise, 2006*)

Emergency planners should consider developing electronic Incident Command System Form 205 templates linked to communication resources in their Tactical Interoperable Communications Plan. This enables the preparer to select the appropriate resources and to insert them easily into the exercise or incident communications plan.

- **Incident Command: Using Standard Terminology for Command and Operations Sections** (*St. Louis Urban Area Tactical Interoperable Communications PlanValidation Full-Scale Exercise, 2006*)
  Incident commanders should use standard terminology when referring to the command and operations sections to avoid confusion among responders.
- **Incident Management: Establishing a Common Map System to Coordinate Search and Rescue Assets** (*FEMA Region VI Hurricane Preparedness Tabletop Exercise, 2006*)
  Federal, state, and local emergency managers should consider establishing a common grid or map system for identifying locations following a disaster. This can help air, surface, and ground teams from different agencies link to specific locations during search and rescue operations following a disaster.
- **Protective Actions: Conducting Door-To-Door Notification Campaigns in Residential Areas** (*Graniteville, SC Train Crash and Chlorine Tanker Spill, 2005*)
  In the event of disasters in residential areas, response personnel should conduct immediate door-to-door notification campaigns to ensure that at-risk residents are safe and informed of protective actions.
- **Protective Actions: Denoting Evacuation Zone Boundaries in Public Messages** (*Graniteville, SC Train Crash and Chlorine Tanker Spill, 2005*)
  Emergency managers must ensure that evacuation notices describe not only the general evacuation area but also include references to specific landmarks or street names to denote precise boundaries. This can help residents accurately determine their locations relative to the evacuation zone.
- **Public Communications: Pre-Scripting Animal Issues Messages** (*New York City Operation Recovery Tabletop Exercise, 2003*)
  Emergency managers should consider working with veterinarians and other animal services representatives to pre-script animal issues messages for various kinds and levels of emergencies. These messages can be used to inform pet owners of actions necessary in the event of an emergency.
- **Resource Management: Coordinating Requests to the Private Sector following a Disaster** (*FEMA Region VI Hurricane Preparedness Tabletop Exercise, 2006*)
  Officials from different emergency response agencies should consider coordinating their requests to the private sector for information and resources through a federal, state, or local command center. This can help these agencies best make use of private sector resources by limiting duplicate requests that hinder the private sector's ability to aid disaster response and recovery efforts.
- **Shelter Operations: Establishing a Quiet Room to Calm Residents with Mental Illnesses** (*Washington State Windstorms, 2006*)
  Shelter operators responsible for establishing special needs shelters should consider creating a voluntary quiet room within the shelter to help residents with mental illnesses remain calm after an emergency.

Practice Notes

- **Mass Evacuation: Georgia Emergency Management Agency's Evacuation and Reentry Branch**
  The Georgia Emergency Management Agency has established a field-based Evacuation and Reentry Branch (ERB) of the State Operations Center to coordinate coastal evacuation and reentry operations. The ERB allows representatives from key state and private sector entities to focus solely on evacuation issues, to more easily coordinate with evacuating communities, and to maintain better situational awareness of field conditions.

Good Stories

- **City of Anaheim, California's Enterprise Virtual Operations Center**
  The city of Anaheim, California, and its information technology partner, Electronic Data Systems, have created the Metro Net Enterprise Virtual Operations Center (EVOC), a virtual, online command center for incident management and operations. The EVOC instantly aggregates large volumes of data from different information systems and makes real-time information easily accessible. The Web-based system

is securely accessible from any location and eliminates the possibility of single-point failure should a physical command post be damaged or destroyed.

- **New Jersey's State Citizen Corps Council**
  The New Jersey State Citizen Corps Council (NJSCCC) serves as an umbrella organization to coordinate all Citizen Corps programs in the state. The NJSCCC funds and oversees all local Citizen Corps programs from the state headquarters. This promotes statewide consistency in training, resources, and public awareness initiatives for all New Jersey Citizen Corps programs.
- **The Florida Association of Public Information Officers's Statewide Public Information Officer Deployment Team**
  The Florida Association of Public Information Officers, a section of the Florida Fire Chiefs' Association, has established a statewide Public Information Officer (PIO) Deployment Team that coordinates the voluntary deployment of experienced PIOs to localities that require additional public communications capability during an emergency.

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Upcoming *LLIS.gov* Conference Participation

The *LLIS.gov* team travels around the country speaking and exhibiting at conferences and events. *LLIS.gov* staff will attend and speak at the following upcoming events:

- **11-12 July: The Fraternal Order of Police Law Enforcement Expo (Cleveland, OH)**
- **16-18 July: Fourth Annual Iowa Governor's Homeland Security Conference (Des Moines, IA)**

Feel free to drop by our booth or speak to our staff at any of these events and share your comments and questions about *LLIS.gov*. Please contact the *LLIS.gov* Outreach Team at outreach@llis.dhs.gov with any questions or comments, or if you have a conference or event at which you would like the *LLIS.gov* team to present or exhibit.

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